

Details of visit

Silver Court Care Home, East Grinstead
Visited on 27 September 2016

Authorised Representatives:

Sue Morton and Denise Waller

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Acknowledgements

Healthwatch West Sussex would like to thank the management, residents, visitors and staff for their contribution to this Enter and View programme.

Disclaimer

Please note this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed during the visit.



What is Enter and View?

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives undertake these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Healthwatch Enter and Views are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit they are reported in accordance with Healthwatch safeguarding policies. If at any time an authorised representative observes anything that they feel uncomfortable about they need to inform their lead who will inform the service manager, ending the visit.

In addition, if any member of staff wishes to raise a safeguarding issue about their employer they will be directed to the Care Quality Commission (CQC) where they are protected by legislation if they raise a concern.

Purpose of the visits

As part of our planned activities during our *Listening and Networking Tour of East Grinstead* we included visits to residential care homes, as this is a priority for Healthwatch West Sussex. These Enter and View visits look at the *social quality of life* in local residential homes.



Strategic drivers

This work builds on the earlier work Healthwatch West Sussex did in supporting the development of complaints and feedback processes within care homes throughout West Sussex. Through having a specific focus, on residents' social quality of life, the strategic aim is to demonstrate what good looks like to residents. Also, through our observations, to recognise where there are opportunities to improve on this aspect of residents' home life.

Methodology

A number of Key Criteria have been identified (through local insight, relevant literature and established assessment systems and tools) in order to evaluate whether residents feel:

- able to pursue a range of hobbies, skills and interests
- connected to people who matter to them, and where possible, to the local community
- that they 'belong' within the home
- in control of their lives, as far as possible
- that meal times are a positive experience which supports social participation.

The home was visited by Jo Tuck, one of our Community & Involvement Leads. The home was given details of the visit and a timeframe for this visit but not an actual date. Advertising material and information about Healthwatch was left with the home.

On the day of the visit the [Authorised Representatives](#) checked with the provider who they could and should not approach due to concerns around capacity to participate. As well as letting those they spoke to know they did not have to speak to them.

During the visit we spoke to 7 relatives/family members. We interviewed the Manager and Deputy Manager and spoke informally to several members of staff. The activity co-ordinator was on holiday so we were not able to speak to them.

We used prompt sheets to guide the discussions and our observations, which were recorded on a summary sheet. A debriefing discussion took place after the visit to consider the information and to identify recommendations.



Summary of findings

- The programme of activities was visible and centred around usual living activities and it was clear staff sought to find ways of ensuring people could continue to enjoy their interests
- Ways of communicating with people outside the home were available, and the staff encouraged the community, friends and families to be part of the home
- There was a real sense of belonging in this home
- The dining and catering available in the home appears to be flexible to peoples' needs and attention to detail is very evident
- This is a home that we believe shows what a good social quality of life for residents looks like and we are keen to explore how this practice can be shared locally

Results of Visit

This home is part of the Anchor Group of care homes. The ratio of staff, we were told and observed, was 1 to 5. The home has 42 beds (15 of which are funded through the local authority).

The home is registered with the quality inspector, Care Quality Commission (CQC) as "Accommodation for persons who require nursing or personal care, dementia, caring for adults over 65 years". The majority of residents were living with dementia. The CQC published its [Inspection](#) report on this home in September 2015 and rated it as 'Good' in all areas.

Activities and Interests

There is an activity programme, which follows a two week cycle, and is on display for all to see. A lot of the activities were geared to '*in the moment*' which seemed to take into account most residents were living with dementia. All activities had a daily living element, i.e. health and wellbeing, preparing vegetables, housework, etc.

We observed individual activities taking place, i.e. reading books/newspapers, chess/games

 Activity Planner Week 1

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
AM	ARTS & CRAFTS	COFFEE MORNING	COOKERY CLUB	KNIT & STITCH GROUP	CARD & BOARD GAMES	CHAIR BASED EXERCISE	SUNDAY PAPERS & HOT DRINKS
PM	PUZZLES & PICTURE QUIZZES	Pat Dog	NAIL BAR	SING A LONG	A LOOK BACK TO THE PAST	BINGO	CINEMA CLUB

Every resident has a personal plan which includes their life history, social wellbeing and a page profile which accompanies them if they require further care elsewhere.

Quarterly meetings were held with residents and relatives to trial new activities, which have included reptiles, visits to Llama Park, shopping and gardening.

Transport was either public or through the [Bluebird Volunteer Driver Scheme](#), or using a bus or mini bus from a sister home, if needed for outings.

One resident who loves gardening but now has restricted mobility is able to maintain this interest as staff bring pots and trugs inside so she can garden.

We have been told that there are future plans to create a music room and a '*man shed*'.

Being in touch with other people

A newsletter is sent to all residents, friends and relatives every month. Relatives are encouraged to partake in mealtimes.

Residents decide on which charitable organisation's events they wish to be involved with and are invited to assist in the activity, for example: Children in Need, McMillan Coffee Mornings, etc.

The home arranges for visiting chiropodist, aroma-therapist, hairdresser, optician and dietitian, so residents can benefit from these services.

Wi-Fi is being installed and a lottery grant of £10,000 has been sought to provide a number of individual iPads. There are telephone points in each room.

We met a relative who comes to the home at least three times a week and has befriended others.

There are coffee mornings every Tuesday and the community and friends are invited to these. The MP has been to afternoon tea on a couple of occasions.

A memory box is situated outside every resident's room and there are lots of photographs in albums and on the walls throughout the home.

Key workers act as and for their perspective residents.

Belonging

We felt that the environment came across as '*homely and comfortable*' not institutionalised.

Residents can have their own furniture and belongings. They can even bring their pets to live with them if they are able to cope with them.

The home appears to have lots of quiet areas if residents need it. Gardens are well maintained and accessible.

We were told that all residents have a keyworker and we observed a friendly, relaxed and knowledgeable relationship between staff and residents.

The residents we met said they had no concerns and appeared to be very happy. Most staff are Anchor inspired dementia/dignity champions.

Dining

Every resident we met was happy with the food. We observed the '*brunch trolley*' coming round with croissants, panna-chocolate, etc. We were told that food tasting sessions are held and relatives are invited also. Residents are encouraged to give ideas about what they want, which is demonstrated in the copy of the Summer '*Residents and Relatives Meetings*' guidance which we were given.

Like the activity programme, menus were in two week cycles and were on display. Each lounge area had a kitchenette so residents could access food at any time. Meals are cooked on site and afternoon tea is served with cakes. Some of the residents living with dementia preferred to '*graze*', we were told and food was available to allow them to do this.

Crockery was evident.

Additional findings

The manager attends the Care Home Forum held at Crawley Hospital, which is also attended by GPs and Carers.

Recommendations

This report we hope demonstrates what can be achieved so people feel at home and stimulated through activities centred on daily living.

We suggest that this award-winning organisation should consider extending an invitation to other local homes with a view to sharing ideas/approaches so other residents could benefit.

Service Provider response

Many thanks for the final report

I found the visit a very positive experience it is great to share experiences and ideas with our community partners. The volunteers themselves were very respectful and non-intrusive on our customers. They appeared very knowledgeable about our customer group and demonstrated person centred values.

Would be very happy to take part in anything else that comes up.

The manager has told us that they are happy to explore how they can action the recommendation and will be discussing this with their residents and staff team.

